



Virtual Gateway Provider Newsletter

May June 2006

Volume 3, Number 4

In This Issue

- Welcome New Virtual Gateway Services
- MassHealth Online Refresher
- Tips & Reminders
- Welcome New Help Desk Staff

Welcome Two New Services on Virtual Gateway

EIM ESM Pilot is Live

The pilot launch of **Enterprise Invoice Management Enterprise Service Management** (EIM ESM) is underway!

This milestone marks the initial launch of EIM ESM, an online invoice and service-management tool for EOHHS agencies and Purchase of Service (POS) providers.

EIM ESM provides a single method for submitting invoices for all contracts, streamlines invoice approval to enable faster payments, and provides online invoice tracking and improved management and reporting.

Pilot participants include a small number of providers contracted with the Department of Public Health (DPH) and the Department of Mental Health (DMH).

EIM ESM will eventually support approximately 5,000 users, including all EOHHS POS agencies and providers, and will process invoices totaling \$2.1B each year.

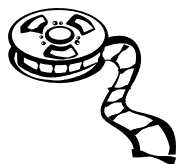
Senior Information Management System is Live

The Virtual Gateway welcomes **Senior Information Management System** (SIMS) to the Virtual Gateway. SIMS is an online data collection, case management, and reporting tool for Executive Office of Elderly Affairs (EOEA) agencies and providers.

It enables users to track various programs for elders, including intake and referral, home care, nutrition, clinical assessments, and more. SIMS rollout started this spring and will continue rolling out to over 1,400 users through December. Welcome SIMS!

MassHealth Application Process—Online Refresher

Ever wonder what happens to MassHealth applications once you click "Submit"? Curious how information reaches REVS and MassHealth systems from the Virtual Gateway?



[Click here](#) for a brief, 8½ minute online presentation on MassHealth applications and the Virtual Gateway.

Welcome New
Help Desk Staff

Virtual Gateway
Help Desk

800-421-0938

(TTY: 617-988-
3301)

Tips & Reminders

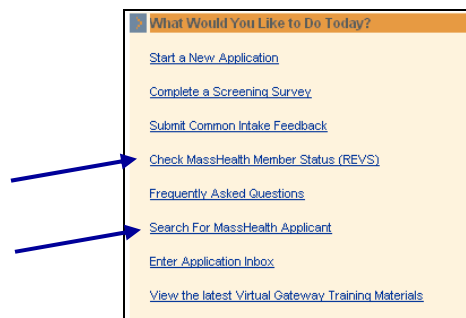
MassHealth Family Groups

When completing a MassHealth application through the Virtual Gateway, be sure to include *all* members of a MassHealth Family Group.

Failing to include a Family Group Member affects eligibility and slows the processing of an application. If you have questions about who to include in a MassHealth application, please refer to the MBR instruction page or call a MassHealth Enrollment Center.

Check REVS and Virtual Gateway for MassHealth Family Group Members

Before beginning a MassHealth application, be sure to use REVS *and* the "Search for MassHealth Applicant" link to search for each Family Group member.



If a Family Group member is already known to MassHealth, a new application may not be needed. In this case, your next step is to contact your local MassHealth Enrollment Center.

Virtual Gateway Help Desk

Welcome New Help Desk Staff

When you call the Help Desk, you may hear some new voices on the other end...the latest additions to our Virtual Gateway Help Desk team: Kirk MacAulay and Bridget Carter. Kirk is focusing on EIM ESM. Bridget is a VG Help Desk generalist, supporting all VG services, as well as security administration. Both Kirk and Bridget bring extensive experience in user technical support, and we are confident that they will be strong contributors to the Help Desk team. Welcome Kirk and Bridget!

Contact Us

The Virtual Gateway Help Desk Staff is here to assist you.

800-421-0938
617-988-3301 (TTY)
9 AM to 5 PM, Monday – Friday

